



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON PUBLIC ACCOUNTS
Vicki Dunne MLA (Chair), Tara Cheyne MLA (Deputy Chair)
Nicole Lawder MLA, Bec Cody MLA



Inquiry into the Appropriation Bill 2019-2020 (No 2)

ANSWER TO QUESTION ON NOTICE

Ms Cheyne: To ask the Minister for Transport and the Minister for City Services

Question on Notice by Tara Cheyne, in connection with improving and expanding online services, Transport Canberra and City Services Directorate, considered in hearings of 2 March 2020:

1. How is the Transport Canberra and City Services (TCCS) executive 'leading change from the top'?
 - a. What changes has the TCCS executive team made to its own operation and record-keeping practices?
2. How is Transport Canberra and City Services (TCCS) supporting cultural change within the directorate to ensure the digitisation of services is embraced and implemented?

Mr Chris Steel: The answer to the Member's question is as follows: –

1. TCCS has been working to complete the rollout of the Objective records management system across the Directorate, with the executive team and TCCS more broadly now using electronic workflows and clearances in Objective to improve record keeping practices.

TCCS also works closely with Access Canberra, including at the executive level, to improve and expand online services and has led the delivery of a number of 'lunchtime learning' sessions for TCCS staff on new online and digital services, as well as record keeping.

Executives will be moving to activity-based work as part of the new Dickson Office Block and leading by example in using online and digital services.

2. The digitisation of services within TCCS is currently being implemented across the Directorate. As noted above, the executive support a continuous program of lunchtime learning sessions, and lead by example in encouraging cultural change. There is also a range of training provided to executives, managers and all staff to support moving to activity-based work and the increased use of online and digital services.

Approved for circulation to the Standing Committee on Public Accounts

Signature:

A handwritten signature in black ink, appearing to be 'Chris Steel'.

Date:

18/3/20

By the Minister for City Services, Mr Chris Steel MLA

